

# Library Notes

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# Introducing the Galter Health SmartLibrary: Not Just Another Pretty Face on the Web

*James Shedlock, AMLS, Director, j-shedlock@northwestern.edu*

I am pleased to announce the launch of the new Galter Health SmartLibrary (HSL). The library's Web site is more than a redesign. The Galter HSL is a smarter way to get connected to health information that is most important to you, the user.



The Galter HSL customizes and personalizes library resources with a minimum of effort on your part. If

you have saved your login information during a previous Galter Web site session, you will see your personal library link immediately whenever you make a connection to the Galter Library. If you are on the university network or when you link from an off-campus connection, right in the middle of the home page you will see a message like, "Is this Jim Shedlock?" accompanied with a clickable "Yes" button. With one click you have access to resources — e-journals, e-books and Web sites — that are important to your personal research or clinical interests. These resources have been pre-selected for you by the library staff and are based on the user profile that you completed when you registered for online services from the Galter Library.

What if you want to expand or change your HSL? Simply go to the new Customize button at the top of the HSL page and click the feature you want to change. You can add keywords to your current awareness search or add or delete journal titles. With the new Customize button, you are in control of how much of the available online scholarly literature you want to access immediately on your library web page. All changes made in the HSL are instantaneous.

Your HSL also gives you a range of news services. Besides Library News, you will see headlines for current health topics in the News. Just click on the headline from an online newspaper, alerting service or other media resource that you want to read (though some resources may want you to register first) and go to the actual article. Another important feature is the automatic link to full text journal articles from the major journals in your discipline. Stay Current gives you immediate access to the articles highlighted on your library Web site. No need to search MEDLINE or browse through the library's growing collection of e-journals. Just click and read the important information from your preferred journals.

Another feature of the new HSL is the Quick Search. This tool helps you find the location of your topic among most of the available resources in the growing Galter collection. Searching by keyword, the Quick Search opens a new web page for each selected resource. What you see is a list of articles or documents that contain your keyword, a new bibliography to help you track the literature important to you. Again, you can customize those resources you routinely search by using the Customize button in the Quick Search feature or in the main Customize menu.

The new File Cabinet feature stores your personal collection of web-based

# LibQUAL+ Survey Report: Improving Galter Library Quality

*James Shedlock, AMLS, Director, [j-shedlock@northwestern.edu](mailto:j-shedlock@northwestern.edu)*

In the Spring, 2003 Galter Library users were asked to participate in the LibQUAL+ survey for the third year in a row. LibQUAL+ is a survey instrument designed to measure the quality of a library's services. The 2003 results showed an overall improvement from the previous year though the caveat is that fewer users completed the survey.

In 2003 the LibQUAL+ survey consisted of 25 questions given to more than 300 libraries of all types in the U.S., Canada, and some European countries. An additional five questions were also included that pertained just to the health sciences environment. Galter respondents included 237 users: 3 marked as undergraduate students, 96 graduate and MD students, 69 faculty, 5 library staff and 64 medical school staff. In 2002 there were 457 responding users.

The LibQUAL+ survey measures a library's quality by asking users to mark each question for their minimum, desired and perceived expectations of the service or library feature being measured. The difference, or gap, between minimum expectation and perceived reality indicates a measure of quality.

Overall, the 2003 Galter scores show some improvement over last year. In general, responding users scored the library positively across all survey questions; this was not the case in 2002, so improvement has been achieved in specific indicators.

The results of the 2003 survey showed that there was only one indicator of dissatisfaction across all responding users: the journal collection. The level of dissatisfaction, however, is minimal, a -0.01 difference between minimum expectations and perceived reality. This indicator is not new; the journal collection has been consistently identified as a service quality problem over the past two years in the LibQUAL+ surveys and has been frequently mentioned as a problem in all other formal and informal reviews of the library's service. Given that the score was very minimal, this may indicate that users are seeing more improvements as library staff work on addressing collection quality problems.

*LibQual+ continued on page 9*



## Welcome to New Students, Faculty, and Staff!

*James Shedlock, AMLS, Director, [j-shedlock@northwestern.edu](mailto:j-shedlock@northwestern.edu)*

On behalf of the Galter Health Sciences Library staff, it is a pleasure to welcome the Class of 2007 to the campus as well as any new faculty and staff joining the Medical School. The Galter Library strives to meet your information needs through services and resources. We are happy to meet with you in person or electronically to make sure you get the information you need when you need it. Some special notes for new users include the following:

- Library staff provides an active education program to orient you to the facilities and services as well as train you on how best to use the many resources that are available to you. Check the Classes schedule on the library home page at <http://www.galter.northwestern.edu>
- The electronic Galter Library offers a range of data bases, journals, books and web resources for you. For example, browse through HealthWeb to see what's been selected from the web in your discipline.

New and returning users are welcome to suggest ideas on how best to improve library services and resources. The Suggestion Boxes are located at the circulation, reference and LRC desks, or send an email message to [gsl-ref@northwestern.edu](mailto:gsl-ref@northwestern.edu). To all our users, we wish you much success in reaching your goals during the coming academic year!

**Health SmartLibrary** continued:



resources. As long as the resource has a URL, you can store it in your HSL for future reference and use. The File Cabinet assists you by managing your electronic information at the point of discovery and allows you to access your chosen URLs from any computer. Refer back to your online file cabinet whenever you want to update your Favorites or Bookmarks on your own computer.

Library staff will continue to monitor the HSL to make improvements and to assure that resources and services are working efficiently. Your feedback is important to improve this service for you. With your ideas and comments, library staff can make the changes that are most important to the Feinberg community. We believe that improved access to current health information is an essential role for library staff, and the Galter HSL is another way for library staff to fulfill that role. Please contact Jim Shedlock at [j-shedlock@northwestern.edu](mailto:j-shedlock@northwestern.edu) for comments about your use of HSL.

Special thanks go to the following individuals for their current role in developing the Galter Health SmartLibrary:

- Linda Walton, Associate Director
- Michelle Frisque, Head of Information Systems
- Steven Hunt, Web Librarian
- Ramune Kubilius, Collection Development/Special Projects Librarian
- Jonathan Handler, M.D., Assistant Professor-Emergency Medicine
- Michael Gillam, M.D., Instructor-Emergency Medicine

Former Galter staff also contributed to the success of the Health SmartLibrary project. They are Brian Lauer, second year law student at Temple University, and Dan Barkey, Director of Information Technology for the new Health Sciences Learning Center, University of Wisconsin Medical School.

The development of the Health SmartLibrary project was made possible through an information systems grant from the National Library of Medicine, #5G08LM0751-02. 

# Library Receives State Partnership Funding

*Ramune Kubilius, Collection Development/  
Special Projects Librarian, r-kubilius@northwestern.edu*

Along with seven other public and private Illinois academic libraries, the Galter Health Sciences Library has received funding through the Illinois Cooperative Collection Management Program (ICCMP) for Fiscal Year 2004. ICCMP in turn receives its funding from the Illinois Board of Higher Education. As part of the "Biotechnology Collection Partnership, 2<sup>nd</sup> Year (revised)", the Galter Library will receive \$5000 to acquire books in the area of Molecular Medicine and \$2000 to acquire books in the area of Genetic Counseling. Library Administration has made the commitment of collection responsibility to fully process the materials within six months of receipt and to make them available not only to Northwestern University affiliates, but also to any Illinois institution subscribing to the Illinois statewide interlibrary loan code. Associate Director Linda Walton and Collection Development / Special Projects Librarian Ramune Kubilius collaborated in writing the Galter Library's proposal for collection funding in two subject areas, resulting in the award of \$7000 of the total \$34,250 collection partnership funding. ☞

## Did You Know?

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# Expanded E-Journal Collection

*Linda Walton, Associate Director, ljwalton@northwestern.edu*

## Science Direct (Elsevier)

A year ago, the Galter Library along with the Brennemann and Priztker libraries at Children's Memorial Hospital and the Health Learning Center at Northwestern Memorial Hospital joined together as a group and licensed Science Direct. This license gives the three institutions online access to any Elsevier journal that we had in print. We are pleased to announce that the NU Science Direct group has grown over the summer to include the Evanston Campus libraries as well as the Pritzker Law Library. This means that any Elsevier journal title subscribed to by any of these libraries is now available on both campuses. For Galter users, this expansion of over 400 titles means direct access to more chemistry and biological sciences titles without using interlibrary loan. Additionally, the group will be selecting new Elsevier journal titles with duplication funds. To assist with the selection of new titles, Science Direct has given Northwestern online access to all Science Direct titles until December 31<sup>st</sup>. We encourage you to go to <http://www.sciencedirect.com> to view the journal titles and let us know what new titles you would like us to select beginning January 2004.



## Kluwer Academic Publishers

Another exciting new consortium venture for the Galter Library is access to the complete Kluwer online collection. Through an offer from the CIC (Big Ten) libraries consortium, we will have access to over 600 new titles, many of which are in the health sciences. These titles will be available on both campuses. Links to relevant titles will be included in the catalog, on the library Web site, and through PubMed and Ovid.



## Back Issues

During faculty focus groups, users have expressed an interest in online back-issues of journals. This fall, the library purchased back issues to Nature and Annual Reviews. Nature will be available online going back 20 years. Annual Reviews is now online back to volume 1 for titles in the series currently available from the library (medicine, neuroscience, genetics, immunology, etc.). In addition, the Journal of Biochemistry is now available from 1905-present, compliments of the American Society of Biochemistry and Microbiology: ASBMB, the association that publishes the journal. ☞

# Library Hosts Faculty Focus Groups on E-Resource Access

*James Shedlock, AMLS, Director, j-shedlock@northwestern.edu*

The Galter Library conducted two simultaneous focus groups with approximately 20 faculty on August 20, 2003 during the lunch hour. The primary topic was ways to improve remote access to the electronic library. An additional topic included the quality of the journal collection and other electronic resources. The remote access topic was chosen based on the low marks received from responding faculty during the spring 2003 LibQUAL+ survey measuring the quality of Galter Library services.

Most of the faculty attending the lunch discussion said they had very little problem accessing the electronic Galter Library remotely from home or from an off-campus office. Comments indicated overall satisfaction with the way e-resources are organized and accessed. Since most faculty prefer using PubMed for subject searching, faculty in the focus groups commented favorably on the library's efforts to make links directly to full-text articles right at the PubMed citation. That does not mean there are no problems. Occasionally, faculty find a road block for a particular publisher. The obstacle can occur while using PubMed, Ovid MEDLINE or browsing through the e-journal list at the Galter web site. Faculty recommended that suggestion boxes be placed at available pages so it is easy to report when a blockage occurs.

Other problems that faculty report include not getting e-journals available in Evanston; forgetting to use the Northwestern link to PubMed; forgetting to login to the Galter Library to be identified as Northwestern faculty; and not accessing an e-resource because a maximum number of users has been reached. Library staff are aware of these problems and are working on fixes. The biggest fix is constant education to remind all users that resources are available by following the rules for access. These rules are mandated by the licenses the library signs when acquiring e-resources.

One of the major problems faculty pointed out in the focus groups is the lack of resources that they expect to find at Galter. While accessing e-resources is said to be better here than in other libraries where faculty had privileges, the lack of a range of journals is most noticeable. Another significant problem is the need for more electronic backfiles for journals. Faculty increasingly want the convenience of accessing older literature while online.

Another topic that was raised in the focus groups is faculty reaction to open archives of biomedical journals, including such projects as the Public Library of Sciences (PLOS) and PubMed Central. Faculty were very receptive to an institutional repository for their journal articles and data. They really liked the idea of the PLOS. They would rather have an educational institution support this type of a project - storing faculty articles and data - because you do not know how long a company will remain viable and what happens to that data if the company goes out of business. Faculty recognize that higher education has been around for a long time and is more viable than a commercial enterprise. Other faculty noted that getting the PLOS operational will be difficult. Some commented that its going to take a while to catch on, or it will be five years until it is important enough to garner much attention. One faculty member commented that impact factors are an important indicator of journal quality and that faculty are more likely to want to publish in high impact journals than in something like PLOS.

Overall, the faculty focus groups provide more anecdotal information about what is important to users. They provide insights that are not easily obtainable via surveys and do not show up in quantitative measures. Galter Library administration hopes to offer more such focus groups as another means of listening to users and assessing the value and quality of library services. 

# New Educational Software Available Through The Web

*Stephanie Kerns, Head of Education/Curriculum Librarian, [skerns@northwestern.edu](mailto:skerns@northwestern.edu)*

The Galter Library recently purchased access to four new educational software products.

## *Dissection Videos, Histology Resources*

<http://medical.unitedstreaming.com/>



This Web site contains the dissection videos in the Cine Prosector series which was produced by Laurence E. Wragg, Ph.D., M.D., formerly Associate Professor of Anatomy at Northwestern University Medical School. It also contains other dissection videos arranged by topic: Abdominal Region, Arm and Hand, Axillary Region, Back, Head and Neck, Leg and Foot, Pelvis and Perineum, and Thorax and Mediastinum. Also available in this resource are histology videos on various topics.

## *Interactive Functional Anatomy*

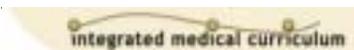
<http://www.anatomy.tv>



This Web site contains a 3D model of the entire skeleton with muscles, ligaments, bones, arteries and nerves. For each section there is explanatory text, a quiz module, animations and videos. It includes titles such as: Interactive Shoulder, Interactive Thorax & Abdomen, Interactive Pelvis & Perineum, Interactive Knee, Interactive Head & Neck, Interactive Hand, Interactive Spine, Interactive Hip and Interactive Knee. There are also Surgery and Sports Injuries editions to many of the titles.

## *HemoSurf: An Interactive Hematology Atlas*

<http://imcip.gsm.com/>



HemoSurf is a reference guide for learning how to identify blood components and interpret blood smears and bone marrow samples. The Learning Modules are designed to teach students step-by-step how to examine and compare cells, recognize cell abnormalities, and clinically assess hematologic diseases. The Reference Modules are used to easily access all the units in the program including leukocytes, erythrocytes, platelets and bone marrow.

## *Clinical Human Embryology*

Follows the development of human embryo from a single-cell fertilized egg to birth. You can learn about development in three different ways: cases, subjects and by viewing the timeline. A case-based approach allows you to view topics such as spina bifida and Goldenhar Syndrome. Subject-based access allows you to see topic such as head and neck development and development of the eye. The timeline approach allows you to see everything that is happening during a particular week of development.

All of these resources can be reached both on- and off-campus. To get to these resources quickly, type in the given URLs (see above) or go to the library's Web site and search All E-Resources to find the particular resource you need. If you are off campus, you will need to sign in to the library's Web site first to gain access. ☞

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## Northwestern University Joins BioMed Central

*Linda Walton, Associate Director, [ljwalton@northwestern.edu](mailto:ljwalton@northwestern.edu)*

Northwestern University has recently become an institutional member of BioMed Central, through a joint agreement with Galter Library, the Science and Engineering Library and the University Library. This is great news for all of our life science and medical researchers for a number of reasons.

BioMed Central is committed to its policy of providing free, full text access to all original research papers published in any of its 80+ online journals covering all areas of biology and medicine, and any journals that will be added over time. The resources available to the Northwestern University community can be found at : <http://www.biomedcentral.com/inst/gateway/>

***BioMed Central** continued on next page*

### **BioMed Central** *continued:*

Publishing with BioMed Central has a number of advantages, including:

- Free access: no subscription charges or registration barriers for access to original full text research articles
- Authors retain copyright of their work, and are free to put it on a publicly accessible server or on any other site they wish.
- Rapid peer review and publication: all papers are peer reviewed rapidly and efficiently due to an online system for submission, peer reviewing and publication.
- High visibility: publishing with BioMed Central gives your paper access to a worldwide biomedical readership. View your article's access statistics: 200+ downloads per article per month on average
- Articles are immediately indexed in PubMed, archived in PubMed Central, and also deposited in CrossRef, CAS, BIOSIS and ISI, to enable direct linking when they are cited in other journals.

BioMed Central normally covers the costs of publishing by levying a processing charge of \$500 for each article published. Among other benefits, Institutional Membership qualifies all researchers at Northwestern University to receive an article processing charge waiver.



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## Galter Library Hosts NCBI Training

*Mark Berendsen, Education Librarian, [m-berendsen@northwestern.edu](mailto:m-berendsen@northwestern.edu)*

On July 15 and 16, Galter Library hosted "A Field Guide to GenBank and NCBI Molecular Biology Resources". Wayne Matten and Andrei Gabrielian from the National Center for Biotechnology Information (NCBI) facilitated the two-day event, which consisted of a three-hour lecture held in Turnbull Auditorium and several hands-on computer sessions held in the Weinberg Medical Informatics Center. Over 130 participants took advantage of this free training opportunity. While most who attended were from the Chicago or Evanston Campuses, the general public was also invited.

The workshop provided practical information about GenBank, RefSeq, LocusLink, Map Viewer, the Cn3D Structure Viewer, and other research tools maintained at the NCBI. Techniques on the effective use of Entrez and the Basic Local Alignment Search Tool (BLAST), NCBI's two main database search tools, were also covered. Attendees were particularly enthused at the opportunity for hands-on practice with these sophisticated research tools under the guidance of experts from NCBI.

Galter Library previously hosted this event back in 1999. With the increasing importance of molecular sequencing tools in biological and biomedical research and the popularity of the workshop in July, we intend to offer similar educational programming in the near future. 

# Mobile Classroom Has Arrived

Mark Berendsen, Education Librarian, [m-berendsen@northwestern.edu](mailto:m-berendsen@northwestern.edu)

Galter Library is pleased to announce that, beginning in October 2003, we will start offering educational workshops using our new mobile classroom. The mobile classroom consists of five laptops and an LCD projector. Taking advantage of wireless network access throughout the library, we will be able to hold classes in any of the library conference rooms, enabling more flexible scheduling. With the use of laptops, workshop participants will gain valuable hands-on experience in the use of software applications such as EndNote as well as database search interfaces such as Ovid MEDLINE. We are very excited at the new possibilities afforded by the mobile classroom.

Galter Library offers several educational opportunities each month—from regularly scheduled classes to by-request individualized training. Please see the Education section of our Web site for more information or to register for a class. ☞

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## Staff News

Several staff attended the Medical Library Association Midwest Chapter annual meeting held in Indianapolis on September 20-22, 2003. Attending were James Shedlock, Michelle Frisque, Stephanie Kerns, Steven Hunt, Ramune Kubilius, and Mark Berendsen. The following were presented at the meeting:

*Creating Customization Tools for a SmartLibrary*, presentation by Michelle Frisque, Steven Hunt, James Shedlock, Linda Walton, Dr. Jon Handler, and Dr. Michael Gillam.

*Developing an Interactive PubMed Tutorial: One Library's Experience*, poster session by Stephanie Kerns, Linda O'Dwyer, Mark Berendsen, Jim Brucker, Kurt Munson, Michelle Frisque, Steven Hunt, and Linda Walton.

Other papers accepted for publication include:

"Assessing Reference Staff Competency in the Electronic Environment." Kurt Munson and Linda Walton. *Medical Reference Services Quarterly*, 2003. (in press)

"An Academic Medical Library Using LibQUAL+: The Experience of the Galter Health Sciences Library, Northwestern University." James Shedlock and Linda Walton. *Performance Measurement and Metrics*, 2003. (in press)

"An Interview With Mary Ann Liebert and Tom Mulak." Ramune Kubilius. *Serials Review*, 2003. (in press)

Julian Johnson has re-joined our staff as a part-timer in the Learning Resources Center. He was a part-timer in the LRC two years ago. Welcome back Julian!

Charles and Heather Rocha are the proud parents of Gabrielle Skye born June 30, 2003. Congratulations to Charles, Heather, and big-sister Summer! ☞



*LibQual+ continued:*



In 2003 the student analysis indicates only positive scores, a marked improvement over last year. Previously, convenient business hours were a significant indicator of quality for students. In 2001 and 2002 the Galter Library was marked for low quality on this topic. For 2003, the score for convenient business hours was 0.36 (minimum = 6.55; desired = 8.32; perceived = 6.91).

Other indicators of dissatisfaction as marked in the 2003 survey results are revealed only in the faculty analysis of the scores. Faculty marked the library for low quality in the following areas: print and/or electronic journals required for work; printed materials needed for work; e-resources needed for work; timely document delivery; a library web site enabling me to locate info on my own; and making electronic resources accessible from home or office.

While the above questions come from the main survey, a separate set of five questions specific to the health sciences environment were also asked. One topic from this set asked for perceptions on “electronic resources matching my information needs”. Here, the FSM faculty scored the Galter Library low in quality. The minimum score was 7.36; the desired score was 8.61; and the perceived score was 7.30. This creates an adequacy score of -0.06.

To reflect the total picture, there are several areas in the survey results where the faculty perceive library service as exceeding their desired expectations. These indicators all relate to the library as a physical facility. Though fewer faculty are using the physical library, preferring the electronic library to be their primary access to scholarly literature, faculty may be reflecting their use of the library as teacher via the problem-based learning portion of the medical school curriculum or reflecting the comments and perceptions of the students they teach.

Feinberg staff continue to report overall satisfaction with the quality of library services they receive.

An advantage of participating in the LibQUAL+ survey is comparison with peers. This occurred for the first time in the 2002 survey when 35 academic health sciences libraries used the LibQUAL+ survey along with the Galter Library. The 2002 peer comparison was not a positive one for the Galter Library. For most of the dimensions surveyed, the Galter Library was marked at the low end of the peer group. In 2003, analysis shows a marked improvement, however, there is a marked difference in the number and composition of the peer group in 2002 and 2003. So it is only in very general terms that the Galter Library has improved some aspects of its service program as compared to other academic health sciences libraries.

The three-year participation in using the LibQUAL+ survey has been important for the Galter Library. Key weaknesses have been identified using this one tool for measuring service quality. Coupled with other quantitative data and anecdotal comments from focus groups, Galter staff have been able to review services and make plans to improve them. An important byproduct of using the LibQUAL+ survey is a reminder to Galter staff to look for ways to assess what we do for users. Another important lesson is the value of listening to users. Giving the customer what he or she wants is an important business dictum and it works for libraries too. The Galter Library has opted not to participate in the 2004 use of the LibQUAL+ survey but will consider it again closer to the library’s university-mandated program review.

For more information about the LibQUAL+ survey and the Galter results, please contact Jim Shedlock, Director, at 3-8133 or [jshedlock@northwestern.edu](mailto:jshedlock@northwestern.edu).

## Mission Statement

*The mission of the Galter Library is to meet the research, education, and clinical information needs of its users — the faculty, staff, students, and alumni of Northwestern University and its affiliated institutions in the McGaw Medical Center. Using technology as the foundation, the Galter Library provides timely access to and delivery of both local and remote information resources. Through the Library's education services and outreach programs, users develop critical information seeking skills for quality medical decision making. Through the process of identifying, acquiring, collecting, organizing and disseminating information, the staff assists users, particularly faculty, in the creation of new knowledge.*

<i>Library Notes</i> IS A PUBLICATION OF THE GALTER HEALTH SCIENCES LIBRARY		
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	LAYOUT & DESIGN	PATTY SEKIRKA

LIBRARY HOURS*	REFERENCE ASSISTANCE	TELEPHONE NUMBERS
Monday-Thursday 8:00 a.m.-11:00 p.m.	Monday-Thursday 9:00 a.m.-6:00 p.m.	<b>Administration</b> 312-503-8133
Friday 8:00 a.m.-9:00 p.m.	Friday-Saturday 9:00 a.m.-5:00 p.m.	<b>Circulation</b> 312-503-8126
Saturday 9:00 a.m.-9:00 p.m.		<b>Interlibrary Loan</b> 312-503-1908
Sunday 10:00 a.m.-11:00 p.m.		<b>Learning Resources Center (LRC)</b> 312-503-8238
		<b>Reference</b> 312-503-8109
*LRC and Circulation always close 15 minutes earlier.		
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